Project Design Phase -II
Customer Journey Map

Date	07 October 2022
Team ID	PNT2022TMID41466
Project Name	A Novel method for Handwritten Digit Recognition System
Maximum Marks	2 Marks

User journey
by the Design Team of Accenture Interactive NL

People 2-9 **Time** 30 min **Difficulty** Beginner

Phases	MOTIVATION		UPLOAD HANDWRITTEN IMAGES OF DIGITS		RECOGINIZE DIGITS		OUTPUT	
Phases — High-level steps your user needs to accomplish from start to finish	MOTIVATION		UPLOAD HANDWRITTEN IMAGES OF DIGITS		RECOGINIZE DIGITS		OUTPUT	
Steps/ Touchpoints — Detailed actions your user has to perform	software to recoginize handwritten digits preciously	searching for website or application to recognize handwritten digits	thinks about the accuracy rate of the various available product	choose the best one	uploads the image of digital handwritten digit	submit the image to be recognized	processing the digits to be recognized	final recognized digit is displayed as output	percentage of digit correctness is displayed
Feelings 👍 — What your user might be thinking and feeling at the moment	productivity	curious	happy	eager		satisfied		surprised	
Feelings 👎		confused about productivity	resource concerns			nervous		worry about correctness	
Pain points — Problems your user runs into	patience to know about resources to find the way to recoginse handwritten digits		choosing the best among all	accuracy of products available		time taken to recognize digit	complex working	rate of accuracy of digit	
Opportunities — Potential improvements or enhancements to the experience	availability of market products		easy to use	less complex to use		response time of website/ applicaation		recognized handwritten digit correctness	

TIP
Click on the + outside the border of the table to add additional rows and columns.

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